

International Association of Administrative Professionals (IAAP®)

DANTES Test Centers' Authorization

The International Association of Administrative Professionals (IAAP®) authorizes military installations with DANTES test centers to administer the Certified Professional Secretary® (CPS®) Examination to qualified personnel.

Background

The IAAP® is the world's largest association for administrative support staff, with nearly 700 chapters and 40,000 members and affiliates worldwide. For more than 50 years, IAAP® has provided up-to-date research on office trends, seminars, and other resources to help administrative professionals enhance their skills and become more effective contributors to their employers. Certified professional Secretary and CPS are registered service marks of IAAP®.

Description

CPS Examination

The CPS rating is a mark of excellence and offers a significant, measurable, and attainable goal for:

- Job advancement
- Professional Skills
- Salary
- Esteem, and
- College credit

The CPS rating and certificate are received by individuals who:

- Meet specific educational requirements
 - Have verifiable secretarial experience, and
 - Pass a comprehensive one-day, three-part examination.
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Description, Continued

College Credit The American Council on Education has reviewed the examination and recommends awarding 32 hours of lower-level college credit to those who successfully complete all parts of the examination.

CPS Examination Description The CPS examination is a comprehensive, one-day, three-part examination. This chart identifies the CPS Examination by Subject Area (Parts I, II, and III), major subjects, number of questions, percentage of questions, and time limit per area.

Subject Area	Consists of 3 Major Subjects	Number of Questions	Question Percentage	Exam Time Limit
Part I Finance and Business Law	<ul style="list-style-type: none"> • Economics • Accounting • Business Law 	120	30% 35% 35%	2 ½ hrs
Part II Office Systems And Administration	<ul style="list-style-type: none"> • Office Technology • Office Administration • Business Communication 	150	50% 25% 25%	2 hrs
Part III Management	<ul style="list-style-type: none"> • Behavioral Science in Business • Human Resources Management • Organizations and Management 	150	36% 19% 45%	2 hrs

Testing Dates The CPS examination is administered each May and November.

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Description, Continued

Registration Deadlines

Registration deadlines for the administrations are:

Examination Date	Postmarked by
May	1 March
November	1 September

Certification Criteria

Experience Criteria

The chart below identifies the required experience in order for examinees to take the CPS Examination:

If the examinee is applying for the CPS exam as a:	Must verify:	Within 6 years of approval to take the exam, must verify:
Professional	Current employment (at least 2 months) or verification that all requirements have been met.	2-4 years of work experience depending on whether or not and type of degree held.
Student	Status as full-time student in degree program (bachelors or associates).	2-4 years of work experience depending on degree obtained.
Business Educator	Present employment as a business educator or corporate trainer spending at least 50 percent of your time training administrative personnel	12 months of work experience in the past 15 years.

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Certification Criteria, Continued

Experience Verification

To complete the certification process, examinees must provide verification of 2-4 years of work experience within 6 years of the acceptance date to take the exam. The number of years of work experience varies according to the college degree held:

Education	Experience Required
No Degree	4 years
Associate Degree	3 years
Bachelor's Degree	2 years

Completion of Experience

Certification is not granted until all work experience requirements are completed and verified.

All experience must be:

- at least 20 hours per week.
 - at least two months continuous.
 - 1 year of the required experience for 12 consecutive months with one employer in the past 5 years.
 - within the past 15 years.
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Criteria for Full-Time Secretaries or College Students

- Full-time employed secretaries must submit verification of current secretarial employment with the application and all experience and educational verification available.
- Proof of any remaining balance of experience and education must be received prior to the examination date in order to be processed for the current examination.

IAAP Membership

Membership in IAAP is not required to take the examination.

Certification Fees

Certification Fees

The following chart indicates the required CPS certification fees for each area listed. They are:

CPS Certification Area	Fee
Processing Fee	
Members (Nonrefundable)	\$35
Nonmembers (Nonrefundable)	\$60
Examination Fee (All parts)	\$160
Retest (Partial)	\$75 per retake part

How to Order CPS Certification Examinations

Ordering Process

To order CPS exams:

Step	Action
1	Using official stationery, the TCO forwards a letter along with the candidate's completed application.
2	Submit the following items with the application: <ul style="list-style-type: none">• Proof of college education, if any, such as,<ul style="list-style-type: none">• transcript of credit, or• a copy of degree, diploma, or certificate• Employer verification of number of years experience required• Applicable processing and examination fees
3	Send letter, completed application, fees, <u>and</u> verification materials to: IAAP P O Box 20404 Kansas City, MO 64195-0404 Include with your order the name, address, phone number, and fax number of the DANTES TCO.

Program Materials and Assistance

Program Materials and Assistance

The DANTES Test Control Officer (TCO) or the applicant may obtain:

- brochures
- pamphlets, and
- other materials that provide useful information on the CPS Examination and IAAP program from:

IAAP
P O Box 20404
Kansas City, MO 64195-0404

Phone: (816) 891-6600
E-mail: cps@iaap-hq.org

Preparation for the Examination

Preparation for the Examination

To help candidates prepare for the exam, note the following:

Number	Action
1	The examinee must obtain some of the information through formal education and informal reading. This includes have *basic knowledge of: <ul style="list-style-type: none">• Economics• Business organization• Psychology• Accounting, and• Business law
2	The examinee should also: <ul style="list-style-type: none">• Be thoroughly familiar with current techniques in office practice and procedures, and• Be aware of developments in office systems and technology.
3	Candidates should use <i>The Certification Review Guide</i> to direct any course of study for the examination.

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Preparation for the Examination, Continued

Preparation for the Examination

(Continued)

Number	Action
4	Candidates may use actual college texts to prepare for the examination.
5	The Institute recommends 3-6 hours of course work at community college level or higher in the areas of: <ul style="list-style-type: none">• Business Law (Basic and Commercial)• Accounting• Economics for Part 1• Information Systems for Part 2• Management for Part 3

Administration

One Day to Administer

The examination requires one complete day to administer (**usually administered on the first Friday in May and November**) at DANTES test centers.

Military Administration

ADMINISTER THE CPS EXAMINATION TO ELIGIBLE ACTIVE DUTY MILITARY AND RESERVE COMPONENT PERSONNEL ON AN UNFUNDED (EXAMINEE PAYS) BASIS UNLESS EXISTENT MILITARY REGULATIONS PROVIDE OTHERWISE.

Civilian Administration

DANTES Test Centers may administer the CPS Examination to the following civilians on an **UNFUNDED (EXAMINEE PAYS) AND SPACE-AVAILABLE BASIS** according to local command policy and Service regulations:

- Retired military personnel
 - Military family members
 - Veterans, and
 - U.S. federal employees
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Scoring

Scoring Return CPS Examination materials in the manner prescribed in Part I of this *Handbook*.

IAAP provides a re-address envelope to return answer sheets and test booklets.

Performance Reports Performance Reports, which provide a pass/fail and percentile ranking, are mailed from the Certification Department approximately 45 days after the examination. They are released to the candidate only and are not released by telephone or fax.

Refunds

Refunds The refund policies of IAAP® are:

IAAP® Area	Refund Notation
Processing Fee	\$35/\$60 – Fee cannot be refunded
Examination Fee	A candidate may withdraw up to 15 days before the dates of the examination and receive a refund of one-half the examination fees paid

Certificate Maintenance

Recertification CPS recertification is required every 5 years and is obtained through continuing education, leadership in IAAP, etc.

Problems

Problems	Contact IAAP immediately if there are problems involving receipt of: <ul style="list-style-type: none">• Application forms• Descriptive information• Examinations• Examination scores, or• Certificates in an untimely manner.
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Security

Test Loss or Compromise	Refer to Part I of the <i>DANTES Examination Program Handbook (DEPH)</i> for complete instructions if there is an ASIS test loss or compromise.
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Contact DANTES immediately and refer to specific Service regulations for complete procedures. DANTES address is:

DANTES	Phone: (850) 452-1360
Code 20F	DSN: 922-1360
6490 Saufley Field Road	Fax: (850) 452-1360
Pensacola, FL 32509-5243	

Web Pages

DANTES Web Address	Access the DANTES web pages at http://www.dantes.doded.mil .
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IAAP Web Address	Access the IAAP web page at www.iaap-hq.org .
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DANTES E-Mail Address	The DANTES Certification Program E-mail address is certprog@voled.doded.mil .
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